



Member Services Corrective Action Plan Tracking Grid

Prepared: 2-5-09

	<u>Action Item</u>	<u>Owner</u>	<u>Due Date</u>	<u>Date Completed</u>	<u>Status</u>
1	<p>Monitor and report Administrative Measures twice daily:</p> <ol style="list-style-type: none"> 1) Abandonment Rate 2) Average Speed of Answer 3) Monthly Average Service Level <p>To ensure appropriate service and compliance with AHCCCS standards, MS staff is on mandatory overtime.</p> <p>Additional staff from other UPH departments will be utilized to provide supplemental coverage in Member Services during peaks in volume.</p>	Silvia P.	2.1.09 thru 2.28.09	Daily	Measure from February 1, 2009 to current are within AHCCCS compliance.
2	<p>Prior Authorization will schedule appropriate staff to assist with Prior Authorization information.</p> <ol style="list-style-type: none"> 1) PA Manager will provide daily contact to Member Services Department. 2) Additional Member Services Reps will be provided access and training to PA electronic folders. 3) Place a RN in Member Services to assist with PA referrals expeditiously. 	Silvia P. Susan P.	2.1.09	2.1.09	<p>Training provided to:</p> <ul style="list-style-type: none"> -Member Services Team Leads (2) -Project Coordinators (2) -Member Services Representative (1) <p>Placement:</p> <ul style="list-style-type: none"> -RN placed in Member Services (1)

3	<p>Receive reports from Contact One weekly to monitor compliance with transportation calls.</p> <p>1) Calculate Administrative Measures Full Report on a Weekly basis and submit to UPHP.</p>	Silvia P. Jeff W.	02.9.09		<p>Sample report has been submitted by Contact One and accepted by Member Services.</p> <p>Report to continue.</p>
4	<p>While staffing levels are evaluated, utilize a health care temporary employment service.</p> <p>1) Apple One Temp Services to be used for Administrative Function of Member Services that supports clerical functions</p> <p>2) Utilize Acclivity HealthCare Recruiting and Staffing for Member Services Representatives</p> <p>3) A total of 5 temps will provide back-up to Member Services and support peak call times. Four temps hired, one scheduled to start.</p>	Silvia P. Annie M.			<p>Contact with Temp Services</p> <p>1) Apple One to start new temp on Monday, February 9, 2009</p> <p>2) Met with Sales Rep from Acclivity on Monday, Feb 2, 2009 and have received 3 resumes for screening.</p>
5	<p>Re-classify Member Services Team Lead positions to Team Supervisor positions. The change supports timely and appropriate call center coaching counseling and direction to accommodate and respond to daily activities</p>	Silvia P.	1.30.09	2.12.09	<p>Job Announcement is been released 2.6.09 and will close on 2.12.09.</p>
6	<p>Member Services will conduct a formal analysis of the current staffing model. Changes will be implemented to ensure that the staffing levels are sufficient to current and future growth.</p>	Veronica P.	2.13.09		<p>Meeting pending confirmation prior to 2.13.09 to review call center production and staffing needs.</p>